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Find Requests - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address Technical+Support&dropdownse=100&refid=08page=showmatchingquestions

Back Forward Stop Home Search Favorites History

Find Requests

Provider Pool ☐ Category ☐ General Technical Support ☐ Sub-Category - 1 ☐ <All>

Operating System ☐ OS Version ☐ Price is at least ☐ Fast Track only

<All Operating Systems> <All Versions> \$0.00

Type of Provider ☐ Priority ☐ Submitted Within ☐ Onsite/Offsite ☐ Sort by

<All> <All> <All> <All> User Off/Online Descending

☐ Make window active each time a request is found

Right-click this link and select "Add to Favorites..." (Internet Explorer) or "Add Bookmark" (Netscape) to save these search criteria.

Submitter	Request	Actions
fsll+8megapede New	o TGIF email Q2 E-mail AOL OS: Microsoft Windows-Windows 3x Test SLA Group \$10.00	FastTrack 4 days, 51 min
fsll+1megapede New	o holday M email Q3 E-mail AOL OS: Microsoft Windows-Windows 3x sla	No Bids 1 day, 21 hrs, 34 min
mwang+3	o sp2240 not import Operating System - Net Listed OS None Folk Inc.	FastTrack 1 day, 2 hrs, 34 min
alexuser New	o MP Collaboration test Compiler viruses -All Viruses OS Microsoft Windows Windows 3x Folk Inc.	FastTrack 20 hrs, 41 min
Nov15	o Test perf Operating System - Net Listed OS None Folk Inc.	FastTrack 19 hrs, 10 min
dents.lavrenko	o with attachment Web Browsers - not listed OS None ePeople \$48.00	FastTrack 18 hrs, 54 min
dents.lavrenko	o No-tittle specified Web Browsers - not listed OS None ePeople \$48.00	FastTrack 12 hrs, 37 min
tchikanov+sponuser 1 intermediate	o asdifasd E-mail-Eudora OS: Microsoft Windows-Windows NT Workstation ePeople	No Bids 4 hrs, 11 min
tchikanov+user 3	o test flow E-mail-Eudora OS: Microsoft Windows-Windows NT Workstation ePeople	No Bids 2 hrs, 10 min

FIG. 1a



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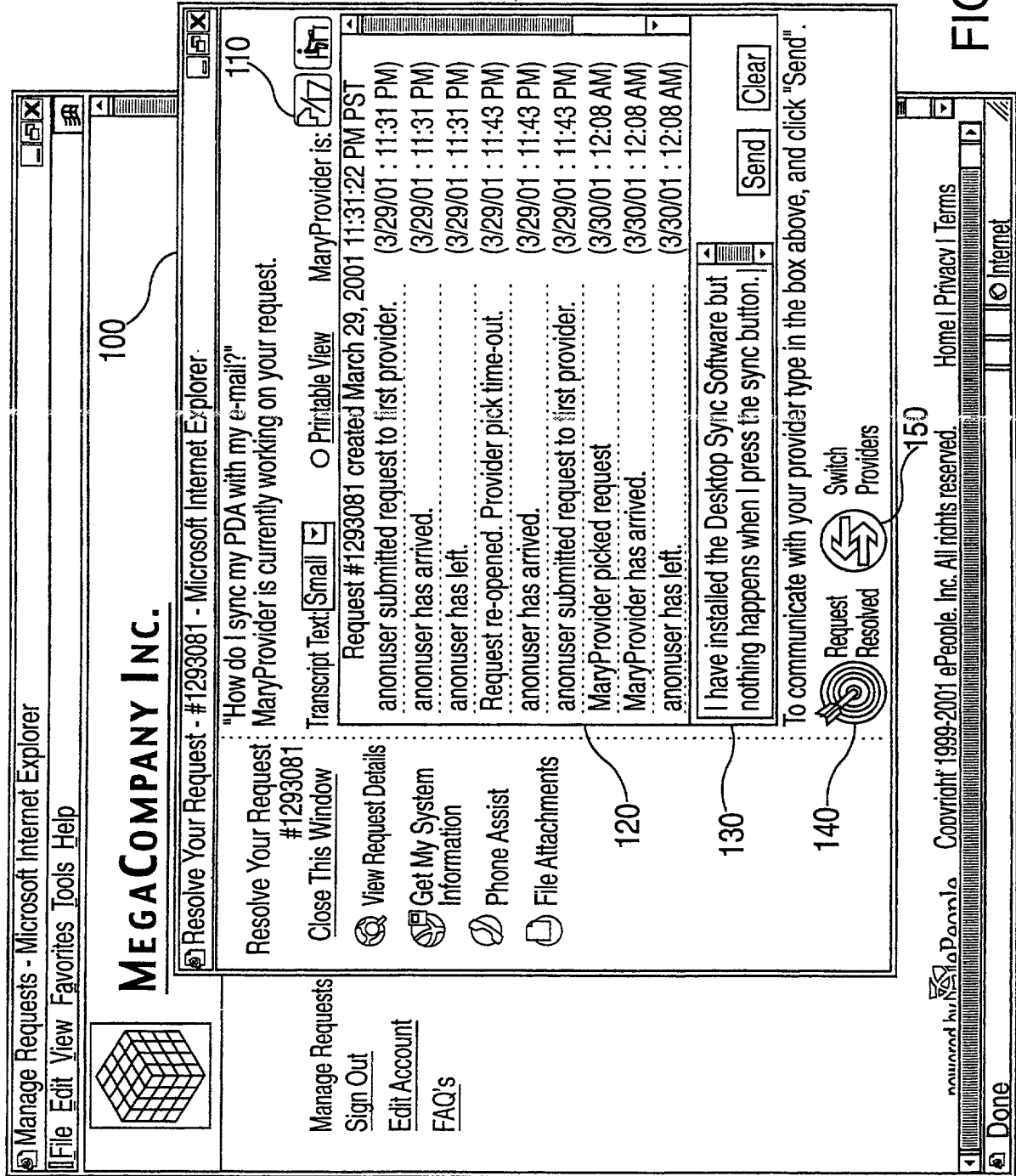


FIG. 2



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Resolve This Request - #1293084 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Resolve Your Request
#1293084

Close This Window

View Request Details

File Attachments

"How do I sync my PDA with my e-mail?"

Reported by: Jasonuser Member Since Oct 25, 2000 Requests made: 36 Solutions Disputed: 0

Transcript Text: Medium Printable View Jasonuser is: 210

Request #1293084 created March 30, 2001 12:14:23 AM PST

Jasonuser submitted request to first provider. (3/30/01 : 12:14 AM)

Jasonuser has arrived. (3/30/01 : 12:14 AM)

Jasonuser has left. (3/30/01 : 12:18 AM)

MaryProvider picked request (3/30/01 : 12:18 AM)

MaryProvider has arrived. (3/30/01 : 12:18 AM)

MaryProvider requests your system information (3/30/01 : 12:18 AM)

230

240

250

220

Mark As Solved

Redirect Request

Send Clear

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Opening Page http://cantipede.epeople.com/viewquestion.jsp?question=1293084&techview=1&popup=1

Internet

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FIG. 3





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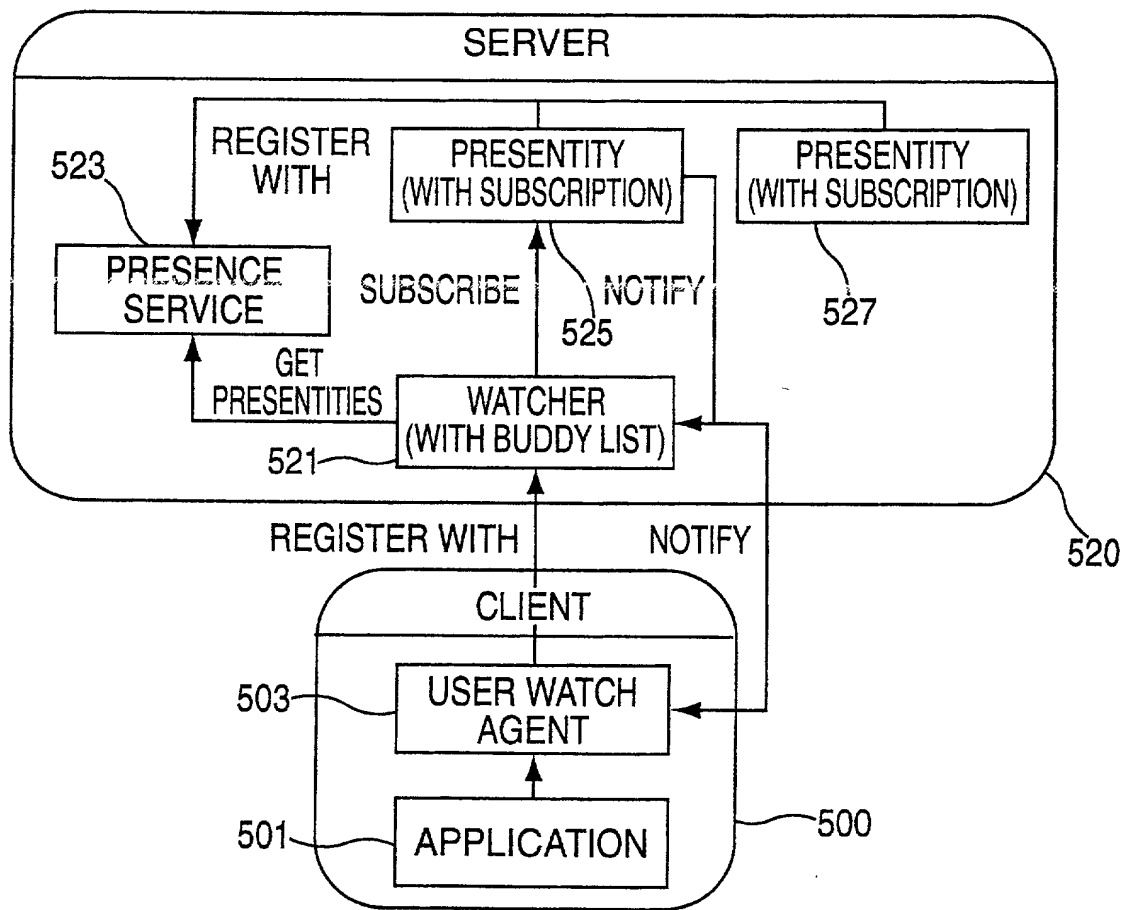


FIG. 5

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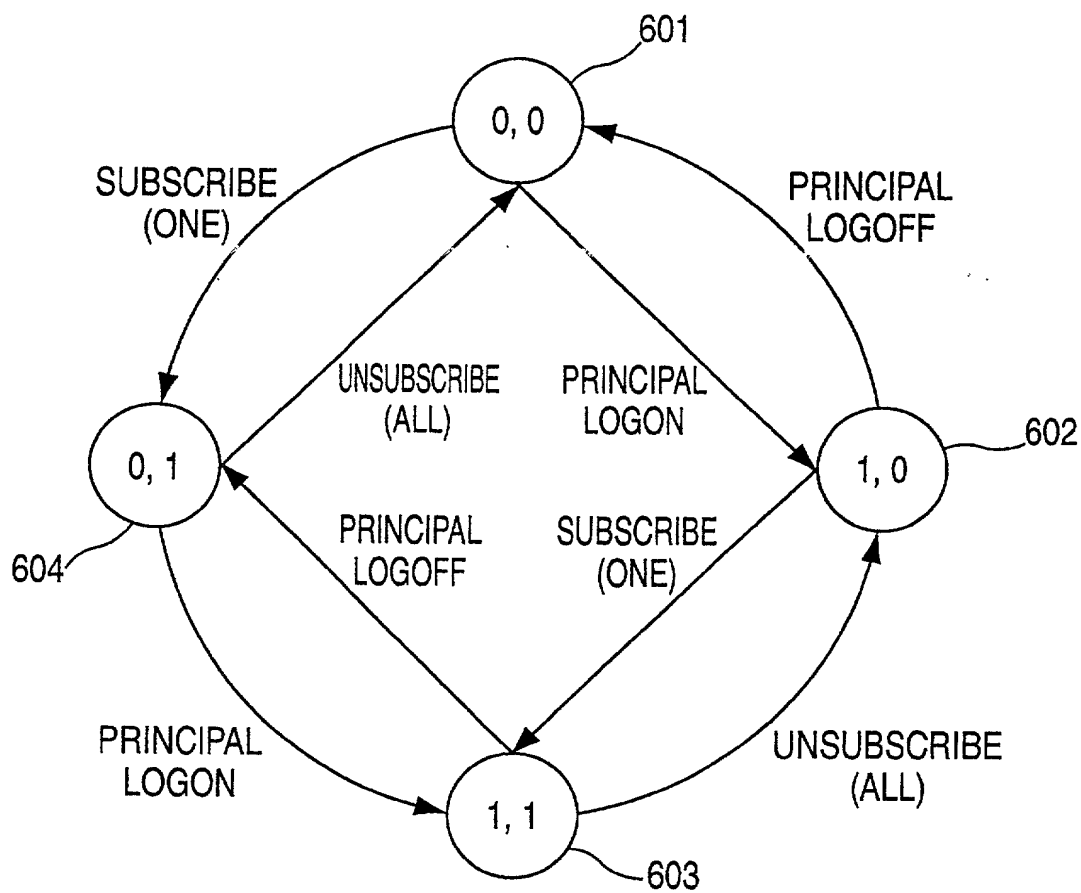


FIG. 6

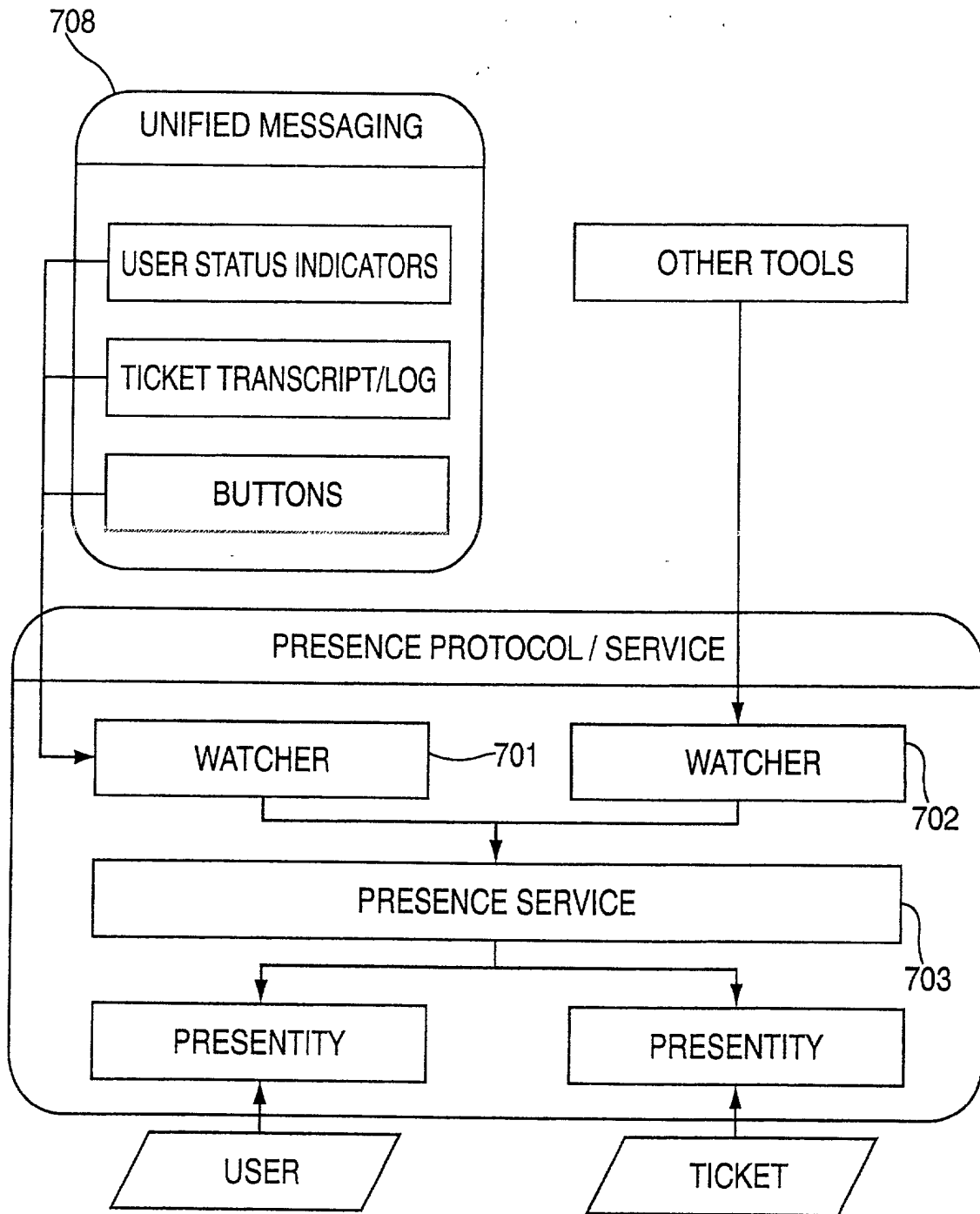


FIG. 7

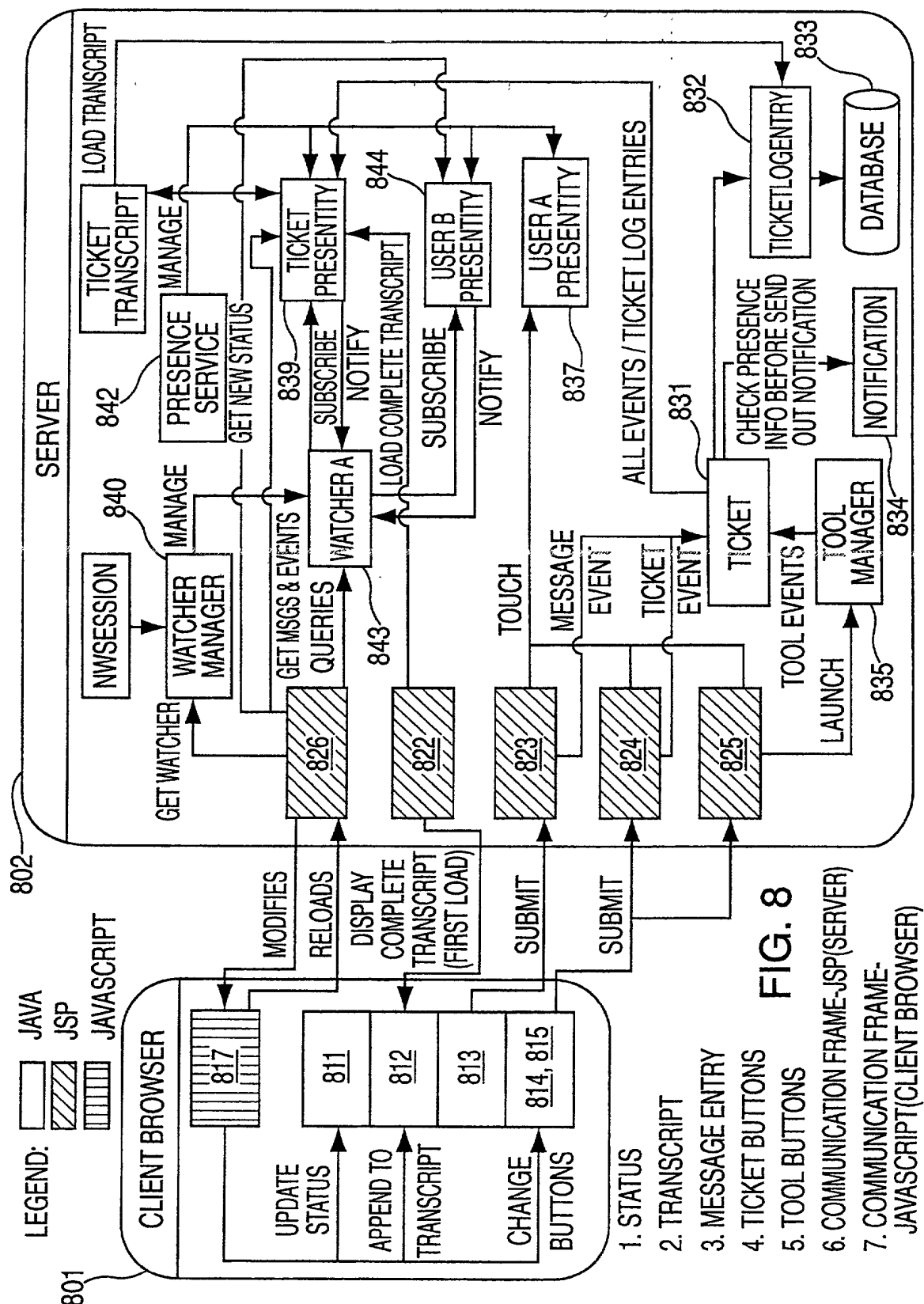


FIG. 8
 1. STATUS
 2. TRANSCRIPT
 3. MESSAGE ENTRY
 4. TICKET BUTTONS
 5. TOOL BUTTONS
 6. COMMUNICATION FRAME-JSP(SERVER)
 7. COMMUNICATION FRAME-JAVASCRIPT(CLIENT BROWSER)



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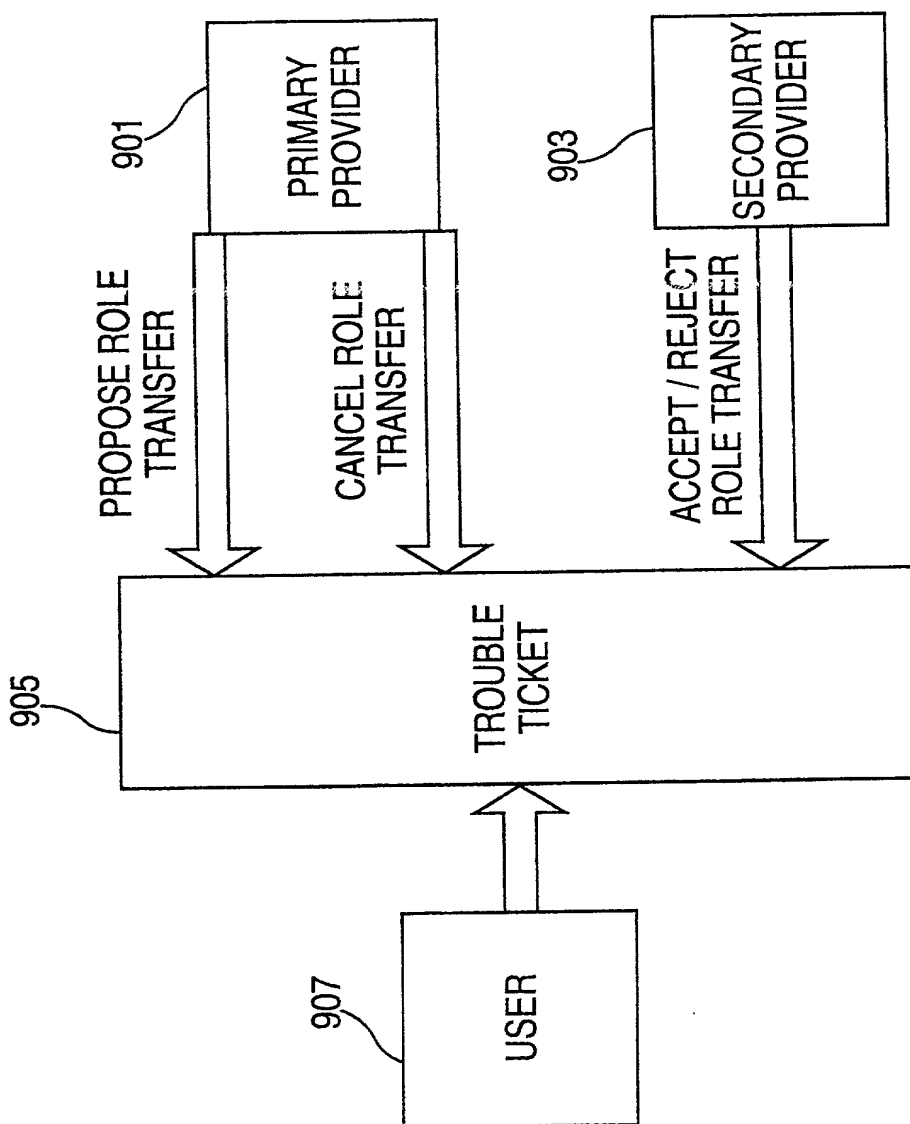


FIG. 8a



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Resolve This Request - #1297928 - Microsoft Internet Explorer

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Address 18popup=1&question=1297928&refid=0&pviewid=22344&serviceid=463760 Go Links Hotmail

Resolve This Request

"How do I convert a database from single-byte to double-byte?" (#1297934)

Reported by: TechRis Member Since Jul 5, 2000 Requests made: 217 Solutions Disputed: 0

View Request Details Transcript Text: ☐ Printable View

Attachments

Submitted By: TechRis ☐

Assigned To: realtechris ☐

Request #1297934 created November 27, 2001 3:05:41 PM PST

Support Category

Databases

Operating Systems

UNIX- (Over 256 MB RAM)

Description

I need help converting an existing database from single-byte to double-byte. How do I convert the data?

Request was submitted to first provider who will resolve to \$75.00 (11/27/01 3:05 PM)

realtechris picked the request (11/27/01 3:22 PM)

realtechris requested collaboration (11/27/01 3:23 PM)

☐ For Providers Only

Respond to this Collaboration Request

The primary Provider needs assistance.
Click the "Accept" button to collaborate on this request.

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Opening Page <http://megapede.epeople.com/viewquestion?techview=1&popup=1&question=129> Internet

FIG. 9



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Service Profile Detail - Microsoft Internet Explorer

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Address <http://qa.epeople.com/siteadmin/serviceprofile/serviceprofiledetail.jsp?serviceprofileid=2267> Go

Created: Nov. 8, 2001 by Anonymous, Last Modified: Nov 9, 2001 by Anonymous, Effective: Nov 7, 2001

Name Save

Description

Enable ☒

Service Network

Payer type Individual

Request Template (view DTD) Upload Request Template XML (sample xml file) Browse... Up

Resolution Summary Template (view DTD) Upload Resolution Summary XML (sample xml file) Browse... Up

Standard Routing Rules
(scan for incomplete routing rules)

Active	Name	Category	Operating System	Request Classification	Other	Tier 1	
<input checked="" type="checkbox"/>	Test Acorn All	any	any				910

[Add routing rule](#)

Routing Rules for Cross Network Use

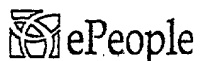
Three Routing Rules can be linked from collaboration configurations in other Service Networks

FIG. 10a



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Routing Rule

[Tool Home](#) > [Service Networks](#) > [Service Profile Detail](#) > [Routing Rule Detail](#)

Routing Rule: Test Acorn All #3579 (Enabled)

[Edit Routing Rule](#)

Request Classification	Settings
Category Level 1 don't care	Budgeted Cost \$33.00
Category Level 2 don't care	Hours of Operation not specified
Category Level 3 don't care	Upfront Charge no
OS don't care	
OS Version don't care	
Language don't care	
On Site don't care	
Priority don't care	

Tier 1

Multi-Provider Service Contract #2559: Collaboration: 1005182886442.

Fixed Price

Tier 1 Service Contract 0: Collaboration: 1005182886442, Fixed Price.

individual Payer

[Edit Service Contract](#)

Status	Enabled
Pricing Scheme	Paid by Individual (Credit Card)
	Fixed price: \$33.00
	Expected Cost: \$33.00

Group Receiving Payment	Test Acorn Inc.
Payment Entry Timer	10 min
Payment Verify Timer	20 min
Answer Accept Timer Init	20 min
Answer Accept Timer Retry	20 min
Expected Resolution Time	30 min, Target Percentage: 80%
Expected Rating	4 stars, Target Percentage: 80%

System Info	yes
Phone Call	no
Desktop Sharing	yes 911
Primary Role Transferable	yes 912
Allow Private Dialog	yes
Allow Private Attachments	yes

Provider 1: Sub Contract #2560 - Initial Primary

"Primary:Basic 1005182886533"

Primary:Basic 1005182886533

[Edit Service Contract](#) [914](#)

Sub Contract Display Name Acorn Front Row 1

FIG. 10b



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Provider Pool Test Acorn Front Row
Can be Primary yes
Matching Model Provider Picks
Matching Timer 20 min
Expected Response Time 10 min, Target Percentage: 70%
New Request Alert yes
Provider 2: Sub Contract #2561 - Initable Secondary
"Secondary: Basic 1005182886721"
Secondary: Basic 1005182886721
Edit Service Contract
Sub Contract Display Name Acorn Front Row 2
Provider Pool Test Acorn Front Row
Can be Primary yes
Matching Model Provider Picks
Matching Timer 20 min
Expected Response Time 20 min, Target Percentage: 70%
New Request Alert yes
Provider 3: Sub Contract #2562 - Initable Secondary
"Secondary: Basic 1005182886935"
Secondary: Basic 1005182886935
Edit Service Contract
Sub Contract Display Name Acorn Front Row 3
Provider Pool Test Acorn Front Row
Can be Primary yes
Matching Model Provider Picks
Matching Timer none specified - using default of 1 day
Expected Response Time none specified
New Request Alert yes
Provider 4: Cross Network Sub Contract #2563 - Initable Secondary
"Secondary: Cross Network 1005182887121"
Secondary: Cross Network 1005182887121
Edit Service Contract
Sub Contract Display Name MegaSoft 1
Cross Network Routing Test Megasoft X Network
Rule
Can Be Primary no
Provider 5: Cross Network Sub Contract #2564 - Initable Secondary
Secondary: Cross Network 1005182887300
Secondary: Cross Ntework 1005182887300
Edit Service Contract
Sub Contract Display Name Megasoft 2
Cross Network Routing Test Megasoft X Network
Rule
Can Be Primary no
If you wish to update this routing rule to apply to new tickets, you may activate
a new routing rule so that this one can continue to be used for exisiting tickets.
Click the "Update and Save As New Routing Rule" button to pre-fill the
Create Routing Rule page with data from this routing rule.
Update and Save As New Routing Rule | Disable Routing Rule |

FIG. 10c



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Edit Service Contract - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://qa.epeople.com/siteadmin/serviceprofile/editservicecontract.jsp?matrixbasicid=35798refid=0&servicecontractid=2559 Go

ePeople Edit Service Contract

Tool Home > Service Networks > Service Profile Detail > Routing Route Detail > Edit Service Contract

Tier 1 Service Contract 2559: Collaboration: 1005182886442, Fixed Price

Service Contract Name Collaboration: 1005182886442, Fixed Price

Description Tier 1 Service Contract 0: Collaboration: 1005182886442

Tool Access Rules

- ☒ System Info
- ☐ Phone Call
- ☒ Desktop Sharing 918

For Reporting

Expected Cost \$33.00 917

Expected Rating

For Reporting - to compare to actual cost of request incurred in unentitled case

4 stars Percentage of requests meeting benchmark: 80%

For Reporting - to compare to actual rating of requests and percentage of requests meeting expected rating.

Expected Resolution Time 30 minutes Percentage of requests meeting benchmark: 80%

Displayed to providers as anticipated requirements, and to compare to actual resolution time of requests and percentage of requests meeting expected resolution time.

Save Cancel

Done Internet

FIG. 10d